

# SC CUSTOMER INFORMATION ADVISORY GROUP

## MEETING SUMMARY

May 10, 2000

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### Meeting Agenda

- **Review meeting agenda & action items (Griffin)**

The agenda included a review of outstanding action items:

1. *IM Team will send e-mail to SC users informing them of the availability of Blackberry devices, cell phones and pagers.*

The e-mail is drafted and will be sent once the Blackberry devices are received and placed into the pool.

2. *The CIAG requested discussion at a future meeting of what happens to old equipment. A presentation/discussion about the Excess Property Process will be scheduled.*

This presentation will be on the agenda for one of the next three meetings.

3. *Ensure that future agenda item on IM training includes discussion on having the Support Center become focal point for all training requirements and updating the training credit system to include Support Center-sponsored training.*

The executive secretary will ensure this occurs.

4. *Schedule discussion of need for CIAG folder in Exchange Folder.*

The CIAG agreed that a folder is not necessary, but requested that an e-mail be sent to all SC HQ users identifying the CIAG and the availability of its meeting summaries on the SC621 homepage.

In addition, the redraft of the IM Production policies is almost complete and will be forwarded to the CIAG next week for review.

- **“I Love You” Virus (Green)**

The effect of the “I love you” virus on SC HQ was briefed. E-mail services were shut down for a four-day period beginning May 11 due to the virus. SC HQ experienced less than 20 actual virus infections due to the rapid response by the Support Center. This virus is rated an 8.5 on a scale of 1 to 10, 10 being the most dangerous. Over the next several weeks, there will be continual updates to the virus software, which will result in periodic slower system performance.

- **IM Performance Measures (Griffin)**

Draft SC HQ IM performance measures were presented. The CIAG agreed to recommend the “Detailed Service Goals” and associated “Performance Measures” to use in measuring customer satisfaction in “providing IM services that effectively support SC HQ business activities”. Recommendations may include any from the draft list, any that have been modified using the draft list, or any not on the draft list. Each modified or new “Detailed Service Goal” and “Performance Measure” is to be meaningful and not cause a significant tracking burden. SC621 will consolidate the recommendations of the CIAG and present them at the next meeting. Then, with the endorsement of a final list by the CIAG, SC-621 will begin the necessary tracking to measure performance.

### Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Greg	Dilworth – Alt Chair	SC-17	3-2873
Ted	Griffin – Exec. Sec	SC-621	3-4602
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Jane	Hiegel	SC-30	3-5800
Steve	Eckstrand	SC-55	6-5428 (Conference Call Attendance)

Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Michael	Lynott	SC-621	3-6409
David	Wigtil	SC-621	3-5730

### **Action Items**

- Send e-mail to SC HQ users on the availability of Blackberry devices, cell phones and pagers. (Green)
- Investigate the feasibility of establishing firewalls between program groups as a further measure of virus protection. (Green)
- Send redrafted Production policies to CIAG members. (Rice) Review redrafted Production policies. (CIAG)
- Present CIAG-recommended list of SC HQ IM performance measures at next meeting. (Griffin)
- Send note from Support Center identifying implications of records management on e-mail and informing users of use of C, N, P, and Q drives.

### **Proposed 05/17/00 Meeting Agenda**

- Brief the excess equipment process. (Green)
- Present CIAG recommended list of SC HQ IM performance measures at next meeting. (Griffin)

### **Proposed Future Agenda Items**

- Revisit Support Center (Green)
- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)
- Present Standard Desktop rollout plan (Green)
- Present IMSC integrated schedule (Hughes)
- Present Support Center roles and responsibilities with regard to IM Training (Green)